

Welcome to the
COMMUNITY
ACCESS PROGRAM



Bienvenue au
PROGRAMME
D'ACCÈS COMMUNAUTAIRE



ON THE JOB

The Roles & Responsibilities of a CAP Youth Worker



Material taken from Ontario CAP website < <https://capstats.ocl.net> > and
YouthOntario.net < <http://www.youthontario.net> >

YOUTH RESPONSIBILITIES & JOB DESCRIPTION

Congratulations! You are now a CAP Youth Worker working for Industry Canada's Community Access Program - Youth Initiative.

But, you may ask, what exactly does that mean?

Essentially, you are a Computer Technology Trainer. Most of your time will be spent training individuals on how to use the Internet and email. However, a Youth Worker has many other responsibilities in his or her role as a CAP Centre Youth Intern. Continue reading below for a job description. It is also recommended that you read all the pages in this section for a complete overview of your position (see left menu).

SOURCE: *Youth Internships in Community Access Sites - An Introductory Guide, Youth Initiatives Community Access Program, Industry Canada, April 1999*

As a Community Access intern, your responsibilities could include:

- Promoting the Community Access Centre to the community and marketing its services
- Informing a broad range of community members about the potential of the Internet as a source for information, resources and services (e.g. use of Strategis for small business, Campus Worklink for students)
- Providing training on Internet and related technologies to business people, representatives of community organizations and individual citizens of all ages
- Researching and developing web pages and helping various members of the community develop their own web sites
- Helping to manage the overall operations of the Community Access Site
- Outreach to neighbouring communities to promote the Community Access concept and encourage others to develop proposals for the Community Access Program

Depending on the precise nature of your role, your specific tasks could include:

- Offering basic computer and Internet training to the general public (e.g. use of e-mail and Internet search engines)
- Working with small and medium-sized businesses to help build awareness of how they could use the Internet as a tool to give them a competitive advantage (e.g., use of e-mail and Internet search engines)
- Training community organizations (e.g. non-profit organizations, community groups, schools, libraries, local government agencies) in Internet applications such as e-mail and showing them how they can use the World Wide Web to meet their specific needs
- Researching and developing a web page for the Community Access Site
- Helping businesses and community organizations develop their web sites
- Setting up hardware and software and network troubleshooting
- Doing surveys and maintaining records for the Community Access Site
- Organizing information fairs
- Developing publicity material (i.e. flyers, posters, etc.) to promote the Community Access Site
- Encouraging local media to do stories on the Community Access Site
- Approaching businesses and local service clubs as potential sponsors for the Community Access Sites

If you find that your own job description does not resemble the above list or feel that you are being asked to perform tasks outside of the CAP mandate, please contact your Regional Coordinator.

HOW TO RUN A CAP SITE

There are many different ways to create and maintain your CAP site. A community access site is a single location or a series of locations where Internet access is available to the public. Sites may be located in public areas, such as schools, libraries or community centres.

SOURCE: CAP Workbook: Section 1.2

For your site to be successful, all members of the community must have equal access. Keep in mind that a number of different activities will be occurring at the site. Initially, it will be a site for training individuals. Gradually, more people will use it independently.

It is also important to consider any extra equipment that might be added to the site, and plan the space accordingly. People do not enjoy being in a cramped space. Furniture should allow users to enjoy themselves. Proper desks and chairs are necessary, and should be selected carefully. You will also need to plan for custodial services, replacement light bulbs and other equipment required for the upkeep of the site.

Hours of Operation

It is important to start planning the hours your site will be open and the type of staffing required. It is best to try to "piggyback" the access site with an existing facility. For example, a terminal located in the library could be open during regular library hours. Sites located in Chambers of Commerce or schools could have different hours. You may want to adjust hours of operation to take these factors into account.

Visit Industry Canada's Download Centre (<http://cap.ic.gc.ca/pub/download/media/index.html>) to find printable posters and signs to mark your CAP Centre and display your hours of operation.

- Community Access Centre Signs
- CAP Promotional Posters (English version)
- CAP Promotional Posters (French version)
- CAP hours of operation (English version)
- CAP hours of operation (French version)

Optional Equipment

Once you have a secure, comfortable site, you should consider optional equipment that can benefit the site's customers. Basic equipment such as a photocopier, printer and fax machine will likely be useful. If you intend to allow the public to design their own web pages, a scanner would be a great addition.

Acceptable Use Policy

Your community, along with your access provider, should develop an Acceptable Use agreement. This agreement defines acceptable and appropriate use of the Internet and the networking resources provided. An Acceptable Use Policy is particularly important for e-mail use, so be sure to discuss the guidelines with your ISP. People who violate Acceptable Use may have their account privileges revoked.

Establishing a Training Plan

An effective training program is essential to the success of your access site. You will need a training system to help community members learn about the many computer applications and software used. You could consider, for example, courses for local entrepreneurs on how to conduct business over the Internet, or how to use the Internet for greater economic benefit.

Training should not be limited to Internet applications, but should include word processing, database and spreadsheet programs. Courses offered on these subjects provide an alternative source of revenue that will help to sustain the access site. One of the greatest tools to learn about the Internet is the Internet itself. There are many on-line training presentations and hints available for free.

Keep training sessions fun, interactive, easy and straightforward. Use as little computer jargon as possible. You may want to use a "train the trainer" approach to provide Internet and network training courses. The following elements should be identified in your training plan:

- The provider of initial training services and any associated costs
- Information on trainers to be trained (who they are, what expertise is needed, and how to recruit them)
- Plan for training of trainers (time commitment, costs, etc.)
- Nature of the training environment (e.g., stand-alone terminals or a networked lab, lecture or hands-on workshop), documentation to be provided, the number of participants, etc.

Anticipated Timetable for Training Courses

Do not try to force-feed the Internet to students. Develop a course of a comfortable length so that the entire period is productive. Do not try to cover too much material, as this will only confuse students. Instead, develop two or three levels of courses that will enable participants to select the course that best suits them.

Evaluation

Evaluation is an important part of any type of training. It is necessary to know how the course is being received in order to ensure that it is effective. A simple questionnaire that can be filled out anonymously is best. The questionnaire should allow participants to assess the physical setting and handouts, the trainer's knowledge and teaching capability, the course content, and the structure of the course. Leave room for comments and carefully review evaluations on a regular basis.

Promotion of Training Services to Outside Organizations

Make sure that target groups are aware of courses, and that there are clear descriptions of the material covered in each course. This can be done through brochures or pamphlets as well as through local media and word of mouth.



ADVERTISE YOUR CAP SITE

In order to ensure that the community is aware of your courses, you will need to advertise/market your training program. This can be done through brochures or pamphlets as well as through local media and word of mouth. Read below for ideas on how to effectively advertise your program.

SOURCE: http://capstats.ocl.net/cgi-bin/serve_page.cgi?page=resource&item=y_advertise

- Posters
- Brochures and Handouts
- Newspaper
- Public Service Announcements
- Hosting a Grand Opening or Open House Event
- Participating in Community Events
- Personal visits to local businesses and community groups

Posters

Posters are a great way to promote the CAP Centre. Your posters can advertise the services you will be providing at the site or can introduce your CAP Centre to the community. The possibilities for your poster are endless and you can use a variety of colours, graphics, and text fonts to make your poster as eye-catching as possible.

Tips for designing an effective poster:

- Keep the text of the poster simple and precise - People should be able to understand the message of your poster after a quick glance. Try not to crowd your poster with too much information and try to convey one concept at a time.
- Make sure everything in the poster is balanced - Position the text and graphics on the page so that they are evenly distributed. Try to avoid unnecessary white space or conversely, graphics or text that are closely packed together.
- Colour - When possible, adding a bit of colour is an effective way to make your poster more attractive and easy to read.
- Easy to read - Make sure that the text is large and clear enough to be legible from a distance. Don't forget to carefully proofread your poster to avoid spelling and grammatical errors.

Possible locations to display your posters: at the CAP terminal

- schools
- library
- shopping malls
- municipal offices
- store windows
- community centres
- post office
- grocery stores
- tourist information office

Don't forget to ask permission first! For Industry Canada created posters go to:
<http://cap.ic.gc.ca/pub/download/media/index.html>

Brochures and Handouts

Creating brochures, flyers and handouts (e.g. bookmarks) can be a cost effective method of advertising your CAP site and the services that you are offering. A brochure can provide more detailed information than posters and people can keep them for future reference.

Brochures are relatively easy to distribute as many businesses and organizations will let you place a number of them on their counters. Flyers can be delivered to homes or inserted in newspapers or local government mail-outs such as tax or water bills for mass distribution. Bookmarks can be given out in libraries when patrons check out books or included with the receipt at bookstores. Again, always ask permission when distributing brochures.

Suggestions for brochure content:

- name of CAP centre(s)
- location(s) of CAP centre(s)
- services provided - - e.g. Internet use, free Internet training, etc.
- hours of operation
- contact information e.g. phone numbers, address
- related graphics

Newspaper

Using advertisements in the newspaper is an effective way to inform the public about your local Community Access Program. However, if funds are unavailable to purchase paid advertising space, there are still ways to get your message into the community.

Newspaper articles, media advisories and press releases are an excellent way to promote your program. They cost nothing, reach a large audience and can provide more information than a poster or brochure. Many community newspapers are willing to do a story on the CAP Centre and the youth workers, especially if the program has just begun. Approaching the newspaper editor with a written article and photos and not just an idea, will increase your chances of having an article published.

Placing an announcement in the Community Events section of your local newspaper is another effective way to gain exposure for your program. For example: Free Internet training at the Smalltown Public Library until Aug. 31, 2000. Call 123-4567 for more information or to make an appointment.

Public Service Announcements

A Public Service Announcement (PSA), is a very short information "bit" on a specific topic that can be used over the radio during unsold blocks of advertising time or station identification breaks. Station managers and public service directors are always looking for PSAs that are well-written and carry messages of importance to their audiences.

An example of a Public Service Announcement:

*Program Material: PSA Time: 30 seconds Contact: Megan Wyn (pronounced Win) (905) 217-3060
Subject: Community Access Program - Free Internet Instruction Use: June 10 to June 25*

The local Community Access Program Centre is providing free Internet instruction to anyone wanting to learn about the Web. Training sessions will run on Monday nights at 7:00 pm throughout July at the CAP Centre located in the Maple Park Library on Main Street. Contact Megan Wyn at 217-3060 or come to the library for more information or to register.

(70 words, page 1/1)

Hosting a Grand Opening or Open House Event

A grand opening event or an open house is a great way to introduce your CAP Centre to the community. It allows the public to come and take a look at what you are doing and what services are available. It also gives you the opportunity to meet and give the people of the community a tour of your facilities as well as an informational session for what CAP can offer them. This is a good approach to advertising CAP as the public will get a "hands-on" look at CAP.

To ensure a good turn out from the general public it is very important to publicize your event as much as possible (press releases, posters etc.). Extend personal invitations to key participants such as the local reeve/mayor, council, M.P. or M.P.P. and to the local newspaper.

If your Centre holds a grand opening, please contact Jennifer Fontaine at Industry Canada at 613-952-0521.

Participating in Community Events

Creating a display to be used at community events such as fairs, festivals, sporting events or farmer's markets is an excellent way to gain exposure for your local CAP centre.

Your display could include:

- table and chairs
- backdrop to display signs and posters
- a computer with either a live Internet connection or saved pages for people to see
- CAP promotional material such as brochures and other handouts

Personal visits to local businesses and community groups

Another method of reaching a wider audience for your CAP Centre is to personally visit the local businesses and community organizations that could benefit from your services.

Businesses - Take the time to either call or visit the businesses in your area and inform them of what business resources the Internet has to offer and how CAP can teach them how to take advantage of them.

Possible points to discuss:

- advantages of email (easy, additional method of contact for customers, etc.)
- advantages of a company web page (sell products, advertise services, etc.)
- product research (research competitors, export markets)
- training available on how to use the Internet and how to make a web page
- use of Campus Worklink: NGR to advertise job placements

Community Organizations - Directly contacting organizations such as service clubs, non-profit organizations, museums, recreational organizations and clubs, and local government offices is another way to inform people about the program. You can visit these organizations in person or even ask to give a short talk about CAP at one of their meetings.

Possible points to discuss:

- researching groups who offer similar services
- learning how to make a web page to better advertise their services

If you find that people are unwilling/don't have time to discuss CAP with you, ask them if you can leave them with a brochure and your contact information.

TRAINING SESSIONS & PROGRAM IDEAS

Fundamental to CAP projects is computer and Internet training, as well as Internet access for community members. Your first priority is always to offer computer and Internet training to community members.

However, every CAP project is unique. The composition of services offered will depend on community needs and resources, and how far the CAP project has progressed. Other factors may include the proportion of the population represented by young people, seniors, professionals, the unemployed, and those that have little or no Internet experience.

Below are lists of Program and Topic Ideas to get your CAP Centre training started!



Program Ideas

- One-on-One Training Sessions (See topic ideas below)
- CyberCamps Read the CyberCamp Handbook online courtesy of Industry Canada.
- Theme Days: Introduce people to computers and the Internet in fun and exciting ways by holding "Theme Days!" Have a Harry Potter Day or a "What's Hot & What's Not Day (i.e. pop culture); Introduce people to other cultures; etc.
- Game Days
- Back2Work Training Program: You could include how to find work and apply for jobs online; software training (i.e. MS Office); etc.
- Online Scavenger Hunts
- Online Book Clubs
- Online Bridge Games/Tournaments
- Online Tutorials
- Create a VIRTUAL CAP Site: Offer the public mini-courses and tutorials online so that they can learn computer skills at home, work or anywhere!
- Volunteer Program
- Professional Development Workshops/Staff Training: Train staff/librarians in time and stress management; online resources that make their jobs easier; how to maintain a CAP centre; etc.
- Educational/Tutoring Programs
- ESL Program
- Partnerships with Local Organizations: Start various programs with other organizations in your community; help women in shelters learn computer skills; create co-op programs with youth groups; etc.
- Start a CAP Newsletter
- Design a CAP Website If you will be designing a website for your CAP centre, you'll need to become familiar with Industry Canada's CAP website checklist.

Topic Ideas

- Basic PC
- Basic Internet
- Searching Online and Search Engines
- Basic Cleaning, Mechanical Upkeep, De-fragmenting, Troubleshooting, etc.

- Installing Programs
- Initial Set-up
- Web Design (HTML; JavaScript; MS FrontPage, etc.)
- Email
- Internet Research - finding credible sites online
- Antivirus Software
- Software: PhotoShop; MS Office; CorelDraw; Dreamweaver; etc.
- Chat Room Awareness
- Firewalls and Parental Controls
- Desktop Publishing with MS Word
- How to Build a Computer
- Medical/Health Research Online
- Government Websites
- How to File Your Taxes Online
- Genealogy
- Digital Camera Use
- How to Use Printers/Scanners
- Learning a Second Language Online!
- Paying bills / Online Banking
- Shopping online - eBay
- Writing Resumes
- Registering Resumes Online
- Applying for Jobs Online
- Job Searching Online
- Proper Citation of Websites in Bibliographies

While on the program your supervisor may also want you to work on projects in addition to the ones we mention in our Program Ideas List. We encourage you to learn and gain as much experience as possible in your new job.

SUBMITTING MONTHLY REPORTS

In order to help the Community Access Program (CAP) evaluate the impact of its Youth Initiative, all CAP Youth Workers are requested to provide information on the types of community clients serviced and the specific services provided. This includes basic computer Internet sessions and help in developing websites.

Reports

There are four reports that must be **electronically** submitted to the Ontario Library Association:

Report	How Many	Frequency	Submitted By
Invoice/Time Sheet	6 - 7	Last day of Every Month	Site Administrator
Impact Data Sheet	6 - 7	Last day of Every Month	Youth Worker or Site Administrator*
Site Administrator Report	1	End of 2005/2006 CAP Term	Site Administrator
Youth Report	1	End of 2005/2006 CAP Term	Youth Worker

Youth Workers, as you can see from above, may need to complete only one report at the end of their work term. Your Regional Coordinator will inform you when you need to submit your Youth Report (probably by the middle of February; BUT, if you finish your contract before then you will need to submit your Youth Report before you leave).

* In addition to the Term-end Youth Report, your Site Administrator may require you to submit the monthly Impact Data Report. Generally speaking, Youth Workers are expected to submit the Impact Data Report, but it will depend on the Site and the Administrator's preference. You should clarify with your Administrator whether you - or they - will be submitting the Impact Data Reports. These Impact Data Reports should be submitted by the last day of every month.

If you will be expected to submit these monthly reports, the Administrator will need to give you the Impact Data Report password. You can also get the password from your regional coordinator.

You can access the report via the CAPSTATS website: https://capstats.ocl.net/cgi-bin/serve_page.cgi?page=report.

If the Administrator will be filing the Impact Data Reports, these monthly reports are based on the work schedule and training statistics of the Youth Worker. As such, you will need to forward this information to your supervisor every month.

Keep Track of Your Hours

On the Invoice/Time Sheet, your Site Administrator is asked to provide the total number of hours worked and the sites at which the Youth worked. You may want to purchase a small calendar or agenda. If you will be using a three-ring binder to keep track of your activities/hours, you can use the weekly agenda provided below:

- Weekly Agenda (8 1/2 x 11) See: [CAP Manual - Print Pack](#)

Statistics

As a Youth Worker, you are expected to collect statistics. On the Impact Data Report, you will need to submit statistical information on the number of clients, businesses and CyberCamps serviced and/or provided during the month. Use the statistics sheet below to make rough calculations before submitting your report online. If your Site Administrator chooses to submit the Impact Data Report,

you will need to provide this information for your supervisor by the last day of every month (simply use the below sheet to submit the stats you have been collecting). If you are submitting the Impact Data Report, you may not need to forward any stats to your supervisor:

- Statistics Sheet See: [CAP Manual - Print Pack](#)

NOTE: The statistics provided on the above sheet are for the 1st to the 30/31st of each month. Regardless of the actual day you submit your report, you need to calculate the stats up to the end of the month!

Submitting Statistics

Deadlines for Invoice and Impact Data Report submission:

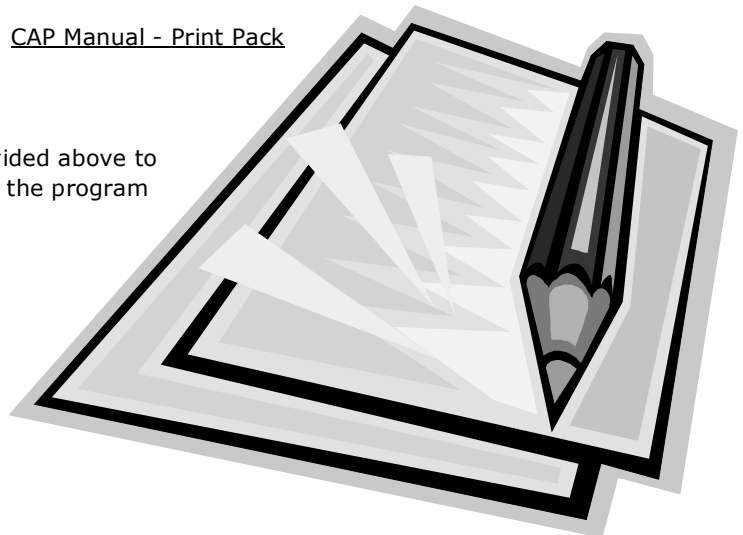
2006, August 21 (For period 08/01 to 08/31)
2006, September 30 (For period 09/01 to 09/30)
2006, October 31 (For period 10/01 to 10/31)
2006, November 30 (For period 11/01 to 11/30)
2006, December 31 (For period 12/01 to 12/31)
2007, January 31 (For period 01/01 to 01/30)
2007, February 28 (For period 02/01 to 02/28)

Client Records

Once you have glanced at the Statistics Sheet, you may feel overwhelmed and wonder how you are supposed to know the answers/information required. **At the beginning** of any training session, you should provide a Registration/Client Record Form for your clients, asking for the information listed on the Statistics Sheet. You can use the Client Record Form provided below, or use it to create your own:

- Registration/Client Record Form See: [CAP Manual - Print Pack](#)

Please use the resources that have been provided above to help you and your Site Administrator monitor the program with ease.



CYBERCAMPS!

Essentially, a CyberCamp is **computer training in a group setting**. No two CyberCamps are created alike: a CyberCamp can last from one to two hours or it might take all day; a CyberCamp might even last for one to two hours every day for several days/weeks or several hours one day of the week for several weeks (much like a college evening course).

However you choose to design your CyberCamp is up to you; Industry Canada just wants Youth Workers to offer them! The following is taken from the preface of Industry Canada's CyberCamp Handbook:

"CyberCamps are a great way to promote "community" because they bring together people with a common goal - to learn about the Internet and all it has to offer - in a unique local learning environment...

From learning basic computer skills to surfing the Net and designing a web page, CyberCamps are fun, educational and stimulating for people of all ages...

CyberCamps also offer an excellent opportunity for youth interns and others working at Community Access Sites to build a wide variety of skills. As camp facilitators, they could be actively involved in planning, organizing and marketing, as well as in teaching and training.

If your Site is interested in CyberCamps, this handbook should prove very useful. It is meant to answer frequently asked questions about Camps, provide examples from successfully completed Camps and offer various Camp ideas. The sky is the limit...allow creativity to be your primary guide!"

Unfortunately, the CyberCamp is no longer available online. However, you can access a downloaded copy of the CyberCamp Handbook in the Download Centre at YouthOntario.net or CAPSTATS.



eCOMMERCE

The Government of Canada promotes the use of eCommerce to all Canadian businesses. As such, Industry Canada encourages all Youth Workers in the CAP Youth Initiative to help promote eCommerce as well.

You can promote eCommerce at your CAP Centre in many ways. You can design a brochure to distribute or display at the CAP Centre; you can offer one-on-one or group training on eCommerce; you can develop an eCommerce CyberCamp; you can invite a guest speaker to come in and give a presentation on eCommerce (simply contact your local Economic Development Office or Chamber of Commerce for local business owners who might be willing to come in to your library to give a presentation).

Don't know what eCommerce is? Read below for a brief introduction to the world of eCommerce...

What is E-commerce?

E-commerce (which is an abbreviation for electronic commerce) is any kind of electronic function or communication that supports a company's business transactions, both online and offline. Essentially, e-commerce is business conducted on a computer or computers. Oftentimes e-commerce is used to describe business "conducted online." In fact, this is only one aspect of e-commerce. E-commerce is any kind of electronic business conducted electronically; I-commerce is a term used to describe business conducted on the Internet, specifically the purchasing and selling of goods online. However, the two terms are used synonymously and when you use the term e-commerce it is understood that you are also talking about i-commerce, which is a large part of e-commerce.

Applications of E-commerce

E-commerce can be applied in many ways:

- bank machines
- debit and credit cards
- inventory databases
- online shopping and/or purchasing websites
- using email to submit and distribute invoices, receipts, etc.

Is E-commerce right for you?

Yes, e-commerce is right for you. Once upon a time, companies were urged to consider if e-commerce was right for their company before they reorganized their businesses to incorporate e-business transactions. And, truthfully, every company should assess all aspects of its business before it begins the transition to an e-commerce based business. But, there is a wide range of e-commerce opportunities and all companies in today's market should be prepared to incorporate some level of e-commerce capability into their businesses.

Maybe all you need is an "online shopping" or brochure-style website where customers can "browse" your products and services and then contact you in traditional ways to place their orders (i.e. phone, email, counter-service, etc.). Perhaps you'd like to develop an "online purchasing" website where customers can not only browse your products but purchase them as well. Then again, maybe you would like to overhaul your entire business infrastructure and begin conducting all of your business transactions electronically. Designing an "online shopping" website is fairly simple; overhauling your entire business could take several months of transition time.

Be sure that you assess and examine your business closely before you decide on an e-commerce solution for your business. Research e-commerce options: take an e-commerce introductory course at your local college; hire or talk to consultants; read books, business trade journals and more...

What You Will Need

At the very least you will need to add to or improve upon several features of your business. E-commerce is not free and you will need to spend money on your e-commerce solutions. The starting point for most e-commerce solutions is usually a website.

Online Shopping Website

An online shopping website is a website designed to display and promote your products and services. It is designed to be an online company brochure. Customers can browse your services and then call, email or come in to your office to place their orders. In order to create an online shopping website you will need to design a website (or hire someone to design your website), purchase a domain name and find a web server upon which to store your website (usually purchased by the company who sold you the domain name).

If you are not familiar with web design, it may be a good idea to hire a professional web designer to assist you in building your online presence.

Online Purchasing Website

An online purchasing website will need to incorporate one of two kinds of online purchasing features that allow your customers to place their orders online as they are shopping on your website: online forms and/or a shopping cart. Smaller businesses may opt for simple website forms; larger businesses may need to add a "shopping cart" to their website.

If you are going to incorporate an "online purchasing" website as part of your e-commerce solution, it is highly, highly recommended that you hire a professional website designer to design your website for you. Designing a website for online purchasing is significantly more complicated than designing a "brochure-style" website. In addition to the features necessary for an online shopping website, you will also need to tackle things like Merchant Bank accounts, gateway and transaction fees, complicated software and web languages for secure shopping, etc. It is not recommended that you go this route alone.

More Than Just a Website

But, remember, e-commerce is more than just a website. E-commerce is about updating all of your business transactions so that they can be used, stored and accessed electronically, not just by you but also by your employees, customers and suppliers.

Resources

Karena Thorburn, a Regional Coordinator from Northern Ontario, has provided and updated several links to help you learn more about e-commerce.

Student Connection - <http://www.scp-ebb.com>

Canada Business Service Centres - <http://www.cbasc.org>

The Digital Economy in Canada - <http://e-com.ic.gc.ca/epic/internet/inecic-ceac.nsf/Intro>

Canadian Code of Practice for Consumer Protection in Electronic Commerce -

<http://cmcweb.ca/epic/internet/incmc-cmc.nsf/en/fe00064e.html>

Shopping on the Internet - <http://strategis.ic.gc.ca/epic/internet/inoca-bc.nsf/en/ca01187e.html>

Your Internet Business - http://strategis.ic.gc.ca/epic/internet/inoca-bc.nsf/en/h_ca01186e.html

And some extras:

<http://www.e-commercecanada.net/06-02.htm>

<http://www.csga.ca/membersOnly/iCongo/english/introduction.html>

http://www.rcmp-grc.gc.ca/scams/shop_e.htm

YOUR CAP WEBSITE

One of the primary responsibilities of the CAP youth worker is to develop a web page for their CAP Centre and/or their community. An effective web site is an excellent way for people to learn about your community and the attractions and services available.

SOURCE: http://capstats.ocl.net/cgi-bin/serve_page.cgi?page=resource&item=y_html

If you have never made a web page before, there are a number of resources on the Internet to help you. Performing a search with a search engine using keywords such as "html, beginner, advanced, tutorial, etc. " should yield a number of useful sites. These sites will teach you about HTML and how to use it to make a web page. Don't be afraid to look at a few to find one that you like.

Need more help? Click on the link above and use the resources to help you design your website.

Information to Include in Your Web Page: Minimum web page requirements

- Name of Cap Site & Location
 - Address
 - E-mail address
 - Telephone/Fax Number
 - Contact Person
- Brief description/background information on the Community Access Program
- Description of the CAP site
 - Brief history
 - Objectives (including what is a CAP site, mandate, mission, etc.)
- Hours of operation
- Schedule, services and fees
 - Use of Internet
 - Printing/Scanning
 - Training/CyberCamp
- Rules/Policies of the CAP site
- List of partners and hyperlinks
- Date of last update
- Name of, and hyperlinks to, the hosting ISP
- Optional:
 - List of the board of directors
 - Hyperlinks of interest
 - City, community or municipality Web page
 - Other community programs
 - Information on the tourist centre
- You can also include:
 - Local attractions
 - Local government information
 - Community calendar / Special events / Photographs
 - School and library information
 - Business directory
 - Recreation

TECHNICAL SUPPORT

In addition to offering training sessions and designing (or monitoring) a CAP website, Youth Workers should also offer technical support to their CAP Centres.

Technical support can include:

- Adding anti-virus, firewalls and spyware programs to CAP computers
- Setting up automatic maintenance schedules on CAP computers (i.e. defragmenting, disk clean-up, etc.)
- Removal of unwanted programs from CAP computers
- Creation of "FAVORITE" lists on all CAP computers
- Physical cleaning of keyboards, mice, monitors, etc.
- Anything that improves the general maintenance of all CAP computers

NOTE: Ensure that you have the permission of the CAP Centre Administrator before you make any changes to the CAP Centre computers. Do not attempt to alter the CAP computers in any way without prior permission.



SUSTAINABILITY

The long-term goal for all CAP Centres is "sustainability." Sustainability is the independent operation of a CAP Centre without the need for further CAP or government funding. Sustainability is really an issue for CAP Centre Administrators and most Youth Workers will probably not include any "sustainability" projects during their session. It is included in this section only as a resource to provide you with a deeper understanding of the aims of the CAP Youth Initiative.

How Does a CAP Centre Become Sustainable?

A CAP Centre becomes sustainable when it is self-sufficient and no longer needs to apply for funding from Industry Canada or HRDC (summer students). Industry Canada has outlined various ways that a CAP Centre can become sustainable:

1. **Alternative Funding** - CAP Centres can find alternative funding through private grants and partnership with at least 5 other organizations within the community.
2. **Volunteers** - CAP Centres should be organizing a group of volunteers that continue to operate the CAP Centre (when CAP funding is no longer provided). The more organized the volunteer program is, the better. There should be volunteer requirements, training and schedules. The Centre will probably need to have a volunteer "volunteer coordinator."
3. **Co-op Placements** - Another valuable resource for CAP Centres is their local high school's co-op placement program. CAP Centres should be in contact with local high schools to gauge interest in a co-op arrangement. The co-op placement program will probably operate in conjunction with the Volunteer program above.

SUCCESS STORIES!

Industry Canada wants to hear your CAP Success Stories! Success Stories help Industry Canada monitor the results of the CAP program at the community level.

- What has the program accomplished?
- Who are the people most affected and touched by the program?
- How has CAP made the community a better place?

These are the kinds of stories we want to hear. Industry Canada may use your story on its website or in a multitude of publications...

During the current CAP session each Youth Worker should send in at least one success story from their CAP Centre. Simply write it up and submit it to your regional coordinator.

Need help writing your fabulous story? Use Vancouver's Community Access Portal's Submission Guidelines to get you started:

- <http://cap.vcn.bc.ca/successstories>